



## Service Desk Specialist

### Responsibilities

- Perform system operations and maintain operations procedures.
- Control data backup and restoration.
- Conduct daily walkthroughs and routine checking of the computing services.
- Conduct daily system administration, troubleshooting and applying remediation to system problems.
- Daily support the operational tasks
- Perform the change and configuration management under ITIL and ISO compliance
- Meet the corresponding service level agreement (SLA)
- Develop and maintain operational procedures and performance statistics for all computer systems.
- Write system scripts to schedule and monitor the performance of systems.

### Requirements

- Higher Certificate holder or above in IT or related disciplines
- With 1 year experience in Information Technology services
- Knowledge in Microsoft Windows Active Directory, Exchange Server and AIX/Linux Administration is an advantage
- Knowledge in Data Center Operation is an advantage
- Holding any Professional Certificate is a plus
- Good interpersonal communication skill
- Able to work on-site, 7x24 shift and non-office hour
- Fluent in spoken English and Cantonese
- Candidate with less experience will be considered as **Assistant Service Desk Specialist**
- Fresh graduates are welcome

We offer 5-day week, excellent career opportunities, remuneration and benefits to the right candidates. If you have the desire for an exciting and rewarding career, please send us your resume, stating your notice period, present and expected salary to [job@asl.com.hk](mailto:job@asl.com.hk)

To learn us more, please visit our website: [www1.asl.com.hk/](http://www1.asl.com.hk/)